

Ministry of Commerce, Industry and Tourism

**ADDRESS:** IBB SECRETARIAT, DAMATURU, YOBE STATE, NIGERIA | **EMAIL:** INFO@MCITS.YB.GOV.NG

## Complaint Management Report Summary

**Reporting Period:** January 2025 – December 2025

**Report Type:** Year 3 Cumulative

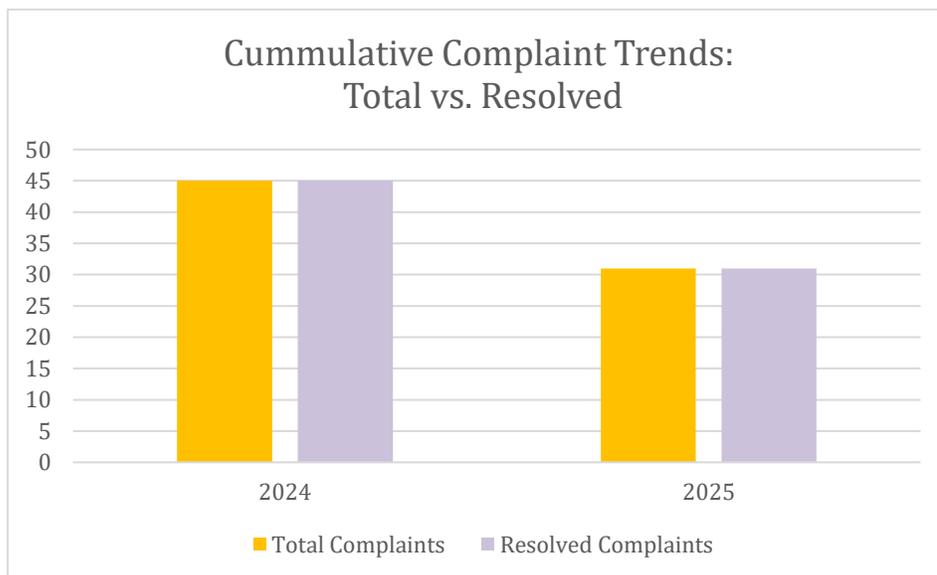
### 1. Overview of Complaints

During the 2024–2025 period, <https://www.yobereport.com> received and addressed complaints related to trade facilitation, market administration, and enforcement practices affecting traders and transporters.

In 2024, the GRM recorded forty-five (45) trade-related complaints, all of which were resolved within the prescribed response timelines. Complaints in this year were predominantly associated with inter-state movement of goods, including overcharging, delays at checkpoints, harassment, double-charging, and seizure of goods.

In 2025, after excluding complaints that fell outside the GRM's trade mandate, the GRM recorded forty 40 complaints in total and thirty-one (31) valid trade- and market-related complaints, all of which were resolved.

Across both years, no valid trade-related complaints remained unresolved at the end of the reporting periods.



## **2. Nature of Complaints**

### **2024 Complaint Profile**

Complaints in 2024 were narrowly focused and operational in nature, largely arising from the movement of goods and interaction with border and checkpoint officials. Key issues included:

- Overcharging and collection of fees above approved schedules;
- Delays in clearance at checkpoints;
- Harassment or intimidation by enforcement officers;
- Double charging and seizure of goods without clear justification.

This pattern reflects a GRM primarily responding to frontline trade facilitation and enforcement issues.

### **2025 Complaint Profile**

In 2025, following changes in market operations and administrative processes. Valid trade-related complaints centered on:

- Market relocation and stall allocation disputes;
- Harassment or misconduct by taskforce or enforcement officials during relocations;
- Delays in issuance or recognition of permits and licenses;
- Market infrastructure challenges (sanitation, shelter, electricity);
- Security-related disruptions affecting trading activities;
- Rent, fee, and levy disputes linked to market reconstruction.

This shift indicates an evolution of the GRM from border-focused issues to market governance and service delivery challenges.

## **3. Corrective Actions Taken**

Corrective actions in both years combined immediate resolution measures with administrative and coordination-based interventions.

In 2024, corrective actions focused on:

- Refunds and reversal of excess charges;
- Release of detained goods and expedited clearance;
- Warnings or reprimands issued to erring officers;
- Clarification of levy schedules and procedures.

In 2025, corrective actions were more varied and system-oriented, including:

- Allocation of alternative trading zones and stalls during relocations;
- Issuance or validation of permits and licenses;
- Engagement of enforcement teams to address harassment and misconduct;
- Temporary infrastructure support (shelter, sanitation, electricity);
- Mediation between traders and market authorities;
- Security coordination to stabilise affected markets.

The resolution of all valid complaints in both years demonstrates functional responsiveness of the GRM despite increased complexity in 2025.

#### **4. Year 3 Cumulative Progress & Learning**

A comparison of the two years highlights clear institutional learning and adaptation.

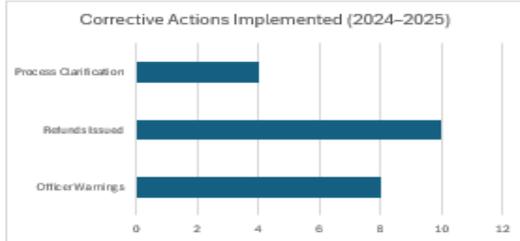
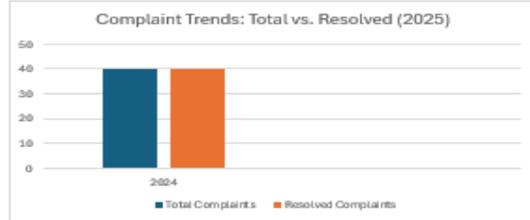
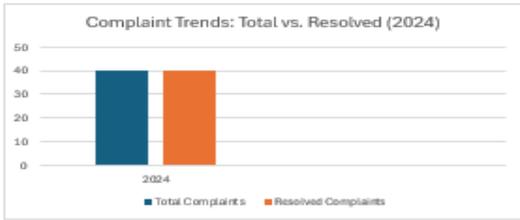
- 2024 represents a phase of targeted intervention in trade facilitation, with a small number of complaints linked to enforcement behaviour and fee administration.
- 2025 reflects broader utilisation of the GRM as a governance tool for managing market transitions, administrative bottlenecks, and enforcement conduct in a more complex operating environment.

The increase in complaint volume in 2025 should therefore be interpreted not as deterioration, but as improved access, awareness, and confidence in the GRM, coupled with expanded scope of trade-related activities.

## 5. Summary Table

Use this table to provide a high-level snapshot of the multi-year reporting cycle.

| <b>Year</b> | <b>Total Complaints</b> | <b>Resolved</b> | <b>Unresolved</b> | <b>Nature of Key Complaints</b>                       | <b>Major Corrective Actions</b>              | <b>Remarks</b>                  |
|-------------|-------------------------|-----------------|-------------------|---|--|---------------------------------|
| 2023        | -                       | -               | -                 | -   | -  | -                               |
| 2024        | 45                      | 45              | 0                 | Over-charging, delays, harassment at checkpoints      | Refunds, clearance, officer reprimands       | Border-focused GRM              |
| 2025        | 31                      | 31              | 0                 | Market relocation, enforcement conduct, permit delays | Stall allocation, permit issuance, mediation | Expanded market governance role |



## VI. Further Information & Support

For guidance on data definitions or reporting protocols, please contact:

- **Reporting Liaison:**
- **Phone/Email:** 08065283285
- **Internal Portal:** <https://www.yobereport.com>

## VII. Authorization & Attestation

*I certify that the information contained in this report is accurate, verified, and reflects the current status of complaint management within this jurisdiction.*

**Authorized Signature:** 

**Printed Name:** Hajia Amina Galadima

**Title/Position:** Complaint Desk Officer

**Date:** 29/12/2025